



Γ		
, <b>-</b> -	File Edit View Go Communicator Help	
  -	Bookmarks La Location http://psdemo.cinteractive.com/agility0005/am/goals_hierachy.jsp?null	▼ N
ř		
	Goals Plan Administor	A
İ	Hierarchy 🔽	$\  \  \cap$
	Associated Goals Back	
	Archieve a 20% ROI	
	Revisit our product pricing strategy	
ĺ	Reduce our AR to under 60 days	
П	Build a sales foresting capability	
J	Expand business with most profitable customers	
1	Deepen relationships with high net worth clients	
1	Have profitable products for every segment	
ļ	Implement highly scaleable and efficient processes	
İ	Build a RFP/Proposal response capability	
	Reduce product development cycle by 6 months	
1	Develop a web-based customer self service strategy	
ı	Build an Internet savvy design and install team	
l	Implement self service account maintenance	
	Select an E-commerce consulting firm	
	Develop an RFP for professional services support	
	Perform reference checks on short list of PS firms	
	Perform xyz	
	Implement self service technical help desk	
П	internet strategy 1: provide global information	
$\ $	establish business in new market	
$\ $	build something	
	Document Done	——↓↓ <b>*</b> ⊗   Ø

Fig. 3



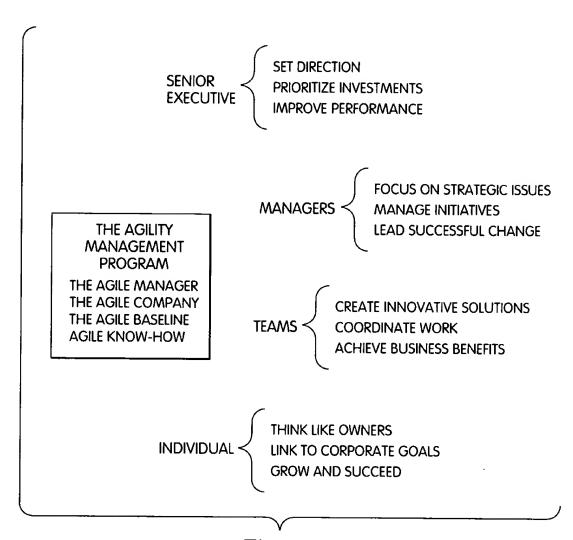


Fig. 4



#### RESEARCH BASED DIAGNOSTICS REDUCE ORGANIZATIONAL BARRIERS

#### ENTERPRISE

- "HARD-WIRED" TO CUSTOMER NEEDS/BEHAVIORS
- INFECTIOUS, IMPROVEMENT-DRIVEN LEADERSHIP
- VISIONARY LEADERSHIP WITH CRYSTAL CLEAR COMMUNICATION
- **EMPLOYEES ACT LIKE/TREATED LIKE OWNERS**
- ACTION FOCUSED INNOVATION/RISK TAKING REWARDED
- VALUE BASED DECISION MAKING AT LOWEST LEVEL
- ADAPTIVE CULTURE, REVOLUTIONARY WHEN NECESSARY
- DRIVEN TO EXCEL; "GOOD ENOUGH NEVER IS"
- RELENTLESS COMMITMENT TO LOWER COST AND HIGHER QUALITY
- BOUNDARYLESS, BY WELL MANAGED STRUCTURES
- TIME/RESOURCES FOCUS ON HIGH VALUE INITIATIVES
- SYSTEMATIC, OPPORTUNISTIC STRATEGIES THAT ADAPT
  - CONCENTRATE WHERE THE BUSINESS LEVERAGE IS
- **EXACTING EXECUTION WITH RELIABLE RESULTS**
- INFORMATION/KNOWLEDGE ACCESSIBLE AS NEEDED

### MANAGEMENT TEAM

- FOCUSING ON THE HIGHEST GAIN STRATEGIC INITIATIVES.
- **CREATING A PORTFOLIO OF HIGH LEVERAGE INITIATIVES** 
  - REPRIORITIZING THE PORTFOLIO AS THINGS CHANGE
    - REVIEWING NEW/OLD INITIATIVES FOR ROI IMPACT REDUCING ORGANIZATIONAL BARRIERS TO SUCCESS:
- **DETERMINING FACTORS CRITICAL FOR SUCCESS**
- IDENTIFYING KEY RISKS TO BE MANAGED PROACTIVELY
- MAKING ADJUSTMENTS TO ELIMINATE KEY BARRIERS
  - APPLYING MANAGEMENT TALENT ON THE RIGHT THINGS:
- REINFORCING STRATEGIC GOALS USING STRUCTURED COMMUNICATION
- **GETTING SUBSTANCE FROM MANAGEMENT MEETINGS** 
  - FOCUSING MANAGEMENT ATTENTION ON THE HIGH LEVERAGE ITEMS
- EQUIPPING LEADERS TO SUCCEED:
- **LEARNING TO THINK LIKE OWNERS**
- GETTING THE MOST FROM INTERDISCIPLINARY TEAMS
- MANAGING PROJECT RISK TO VALUE



New Goal New Goal New Goal New Goal New Goal	<b>*</b>	₩ Plan - Netscape		
Plan  Domains without Goals  Enterprise  Environmental  Customers  Capabilities  Economics  Comment: Done	iΣι	- 1		
Domains without Goals  Domain Selection  Enterprise  Environmental  Customers  Processes  Capabilities  Economics  Capabilities  Economics  Document: Done	,	C(\$ Bookmarks (\$ Location http://psdemo.cinteractive.com/agility0005/am/plan_domains	<b>•</b>	z
Plan  Domains without Goals ▼  Domain Selection  Enterprise  Environmental  Customers  Processes  Capabilities  Economics  Agile Manager  Document: Done	-			Ŀ
Domains without Goals ▼  Domain Selection  Enterprise  Environmental  Customers  Processes  Capabilities  Economics  Agile Manager  Document: Done		▶ Goals	minister	<u> </u>
Domain Selection         Enterprise       Image: I		Domains without Goals 💌		
Enterprise		Domain Selection		
Environmental Customers Processes Capabilities Economics Economics Agile Manager  Document: Done		1 [		
Processes Capabilities Economics  Agile Manager  Document: Done		Environmental	New Goal	
Processes Capabilities Economics Economics Agile Manager  Document: Done		Customers	New Goal	
Economics New Goal New Goal Agile Manager		Processes	New Goal	
Economics   New Goal   New Goal   Agile Manager   Document: Done   Co. Co. Co. Co. Co. Co. Co. Co. Co. Co.		Capabilities	New Goal	
Agile Manager		Economics	New Goal	
Document: Done		1		
Document: Done	_][			
	6		- 8 07 d	1

Fig. 6



	ect.jsp?parent=PSCDR565336755E10D72891DBEA017F50
Add a Contributing Goal	□ Cancet
New Goal	□ Submit
Goal Name New Goal	
Goal Objective	Domain: [None]  Status: not started  Priority: 5   Risk: 5   Stage: [None]  Due Date: 12/31/99  Investment: Return:
_Agile Manager_	☐ Submit
Document Done	(P ⊗ 1 ·

Fig. 7

O E	JC 103	٧٠.
4	NI A Z 3 S	DANK OFF



dminister   New Goal	<b>\B</b>	举 Plan - Netscape		×0-	×
Plan  Domains with Goals  Domains with Goals  Domains with Goals  Domains with Goals  Enterprise  Enterprise  Enterprise  Enterprise  Enterprise  Enterprise  Enterprise  Enterprise  Enterprise  Expand business with most profitable customers  Processes  Expand business with most profitable customers  Processes  Expand business with most profitable customers  Processes  Expand business with most profitable customers  Rew Goal  Agile Manager  Document: Done			unicator <u>H</u> elp		ì
Plan       b Goals       (a) Administer         Selection       Selection         e       Image: Implement hightly scaleable and efficient processes       Inew Goal         s       ■ Leverage our core competencies       Inew Goal         ss       ■ Achieve a 20% ROI       Inew Goal         Manager       Inew Goal       Inew Goal         Manager       Inex Comments Done       Inex Comments Done	,	Bookmarks	β Location http://psdemo.cinteractive.com/agility0005/am/plan_domains.jsp		
with Goals with Goals				<u> </u>	T
Selection  e	. <u> </u>	Plan		.,	1
Selection  ental ental s  = Expand business with most profitable customers s  = Implement hightly scaleable and efficient processes s  = Leverage our core competencies es  = Achieve a 20% ROI    New Goal   New		Domains with Goa	I H		
ental  ental  s			on		
ental  S		Enterprise			
s   Expand business with most profitable customers   New Goal		Environmental	ΘZ.	v Goal	
s Implement hightly scaleable and efficient processes  Ses Leverage our core competencies  Ses Achieve a 20% ROI  Wanager  Document: Done		Customers	Expand business with most profitable customers	v Goal	
■ Leverage our core competencies  ■ Achieve a 20% ROI  anager  Document: Done		Processes		v Goal	
■ Achieve a 20% ROI   New Goal   New Goal		Capabilities		v Goal	
Manager		Economics		v Goal	
			jer_		
- 多 G					<b>•</b>
	9	۵	*	<b>Q</b>	

Fig. 9



Values			X
Title	Busines	s development assesment	Animation
Subtitle	current s	ituation vs. desired state	Spin Rate
Show Ave	erage	Top Value Number of	84
1 points		7 6	Increment
Average	Value	Label	3
5	3	business people vs. just sales people	
6.5	2.5	sell solutions not just products	ОК
7	4	customer vs. internally focused	Cancel
6	3.5	business makers vs. order takers	Clear
5	4	profitability vs. sales focused	
6	4.5	deal well at senior vs. just technical level	
5.5	4	world class vs. unacceptable service	
7	3	build value based client relationships	
0	0		
0	0		

Fig. 10



## Business development assessment current situation vs. desired state

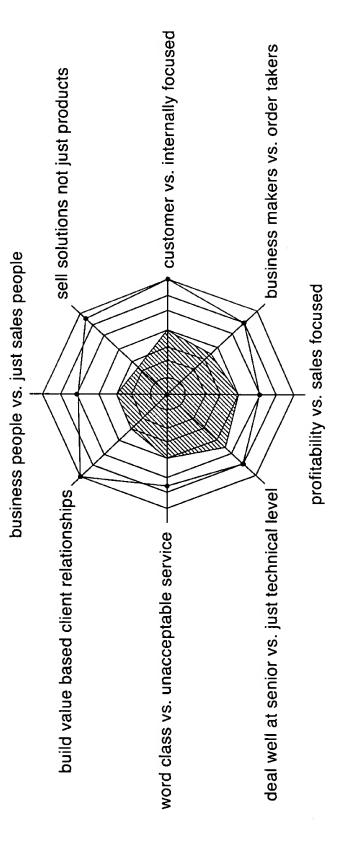


Fig. 11

PF	JC100
., 05	2 July Printed
MAY	~
TR	BADEMARY

Agile Manager I Act I Gap Analy File Edit Yiew Go Communicator					
Bookmarks & Location: /a	ct_gaps.jsp?domain=&depth=depth&proj=PSCDB565;	336755E1007	72391D	8EA017F ▼	
Act Gap Analysis	DGoals DPlan	Admir	nister	<u> </u>	
Expand business with most	profitable customers				
Cross sell and up sell our products to ou Enterprise	r existing client base from a position of strength.  Depth				
Domain	Contributing Goal	Actual/ Desired	Gap	Add	
Environmental				Add	
Market Trends				Add	П
Competitors				Add	П
Technical Innovation		<del>-</del>		Add	
Regulatory				Add	
Customers				Add	
Relationships	Deepen relationships with high net worth clients	10/10	0	Add	
Products	Have profitable products for every segment	6/10	4	Add	
Services				Add	
Processes				Add	
Core Processes				Add	
Product Development				Add	
Document Done	ı.			0P &	Ļ[

Fig. 12



Expand business with most profitable customers   Summary - Net ille Edit View Go Communicator Help	scape□
Bookmarks Location: /agility0005/am/act_summary.jsp?proj=PS	CDB565336755E10072391DBEA017F30
Act	∫
Expand business with most profitable customers	□ Delete
Parent Goal: Select Parent	
Owner: Doug Beaven Delegate	
Objective	Domain: Customers
Cross sell and up sell our products to our	Status: Onot started
existing client base from a position of	Due Date: 09/01/99
strength.	Actual Goal:
History	Desired Goal:
(04/14/99) SubProject - Added subproject:	Gap:
Identify clients with the greatest \$ opportunity.	Priority: 5
(04/14/99) SubProject - Added subproject: Have profitable products for every segment	Risk: 3
(04/13/99) Date - Target date changed to 09/01/99.	111
	Stage: Analysis/Assessment
(04/13/99) Create - Project created.	Investment: \$125,000.00
	Payback: \$16,750,000.00
Agile Manager	Edit
Document Done	

Fig. 13



礟	A Agile Manager I Hierarchy Listing - Netscape		×
Œ	File Edit View Go Communicator Help		
	Bookmarks & Location: http://psdemo.cinteractive.com/agility0005/am/plan_domains.jsp	•	z
			•
	Goals	Administer	
	Top Goàls ▼		
	Top Goals	Back	
	Select Top Goal by clicking to see all of its contributing goals.		
	Achieve a 20% ROI		
	Expand business with most profitable customers		
	Implement highly scaleable and efficient processes		
	internet strategy 1:		
	Leverage our core competencies		
	Monitor competitive moves around the Internet		-
	Agile Manager	Back	
_			111
	Document Done		
┥			1

Fig. 14



View Contributing Goals	Sho	Show Columns for: Priority	Priority	
Expand business with most profitable customers	Cost	Payback	Priority Due	Due
Deepen relationships with high net worth clients	750,000	5.000,000	5	6w
Have profitable products for every segment	75.000	250,000	S	33w
Top Goal To	Top Goal Total: \$825,000.00 \$5,250,000.00	\$5,250,000.00		

Fig. 15



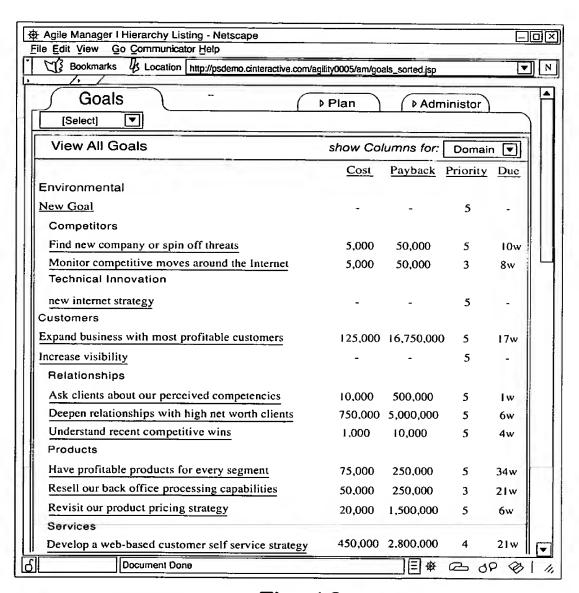


Fig. 16



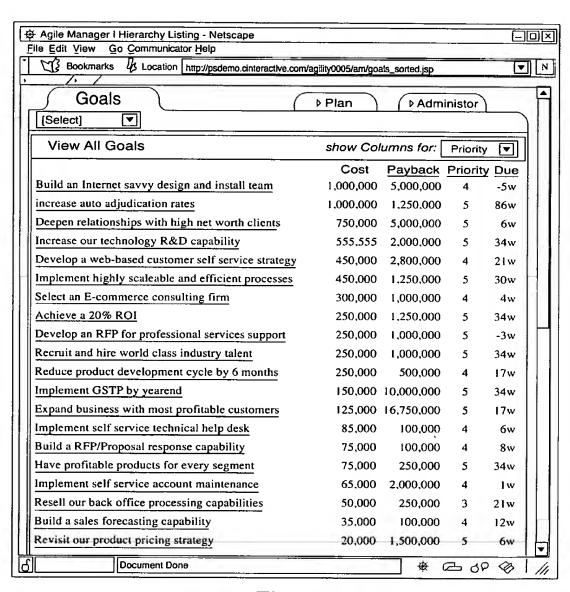


Fig. 17



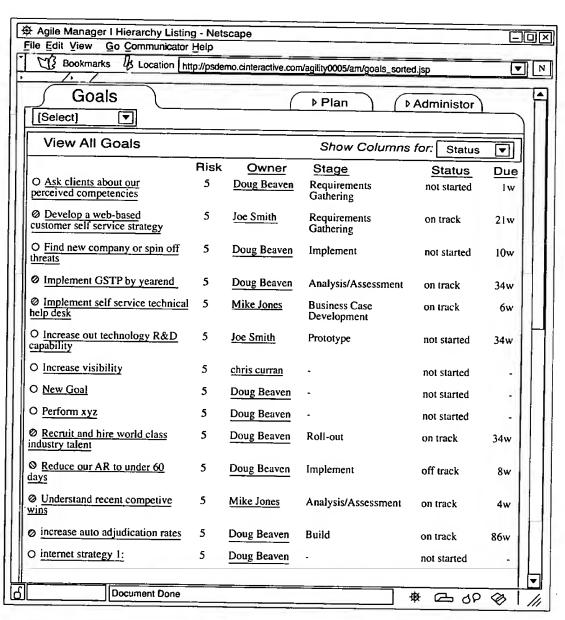


Fig. 18



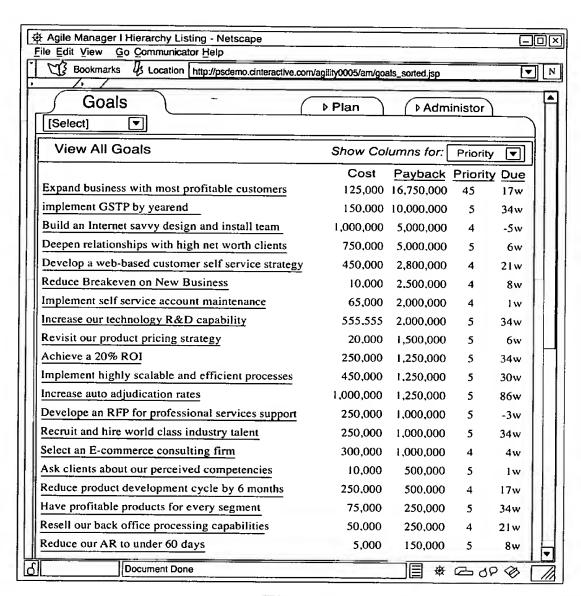


Fig. 19

Goals			▶ Plan →	Administor	
[Select] ▼					
View All Goals			Show Columns	for: Status	▼
	Risk	Owner	Stage	Status	Due
Have profitable products for every segment	4	Mike Jones	Requirements Gathering	needs attention	33w
Monitor competitive moves around the Internet	3	Doug Beaven	Analysis/Assessment	needs attention	7w
Ø Reduce Breakeven on New Business	4	Doug Beaven	Implement	needs attention	7w
O Develop an RFP for professional services support	4	Joe Smith	Retrospective	completed	-4w
Perform reference checks on short list of PS firms	4	Doug Beaven	Retrospective	completed	-4w
O Ask clients about our perceived competencies	5	Doug Beaven	Requirements Gathering	not started	ld
O Eclipse competition with our e- comm capability	5	Doug Beaven	-	not started	-
O Expand business with most profitable customers	3	Doug Beaven	Analysis/Assessment	not started	16w
O Find new company or spin off threats	5	Doug Beaven	Implement	not started	9w

Fig. 20



	_ ·					
Goals				▶ Plan ►	Administor	
[Select] ▼			· · · · ·			
[Select]				show Columns t	or: Status	T
Hierarchy					Or. Status	
Select Domain Top Goals		Risk	Owner	Stage	Status	Due
	lucts for	4	Mike Jones	Requirements	needs	33w
Alerts	10013 101	7	Wike Joiles	Gathering	attention	33W
Search				Gadiering	attention	
New Goal	e moves	5	Doug Beaven	Analysis/Assessment	needs	7w
around the internet				,	attention	'"
Reduce Breakeven of	n New	4	Doug Beaven	Implement	needs	7w
Business					attention	
A Davidson DED 6						
Oevelop an RFP for		4	Joe Smith	Retrospective	completed	-4w
professional services su	рроп			Review		
Perform reference ch	hacks on	4	Doug Beaven	Retrospective		4
short list of PS firms	iccks on	7	Doug Beaven	Review	completed	-4w
SHORT HIST OF TO THIME				Review		
O Ask clients about our	r perceived	5	Doug Beaven	Requirements	not started	14
competencies	porcorres	•	Doug Deartin	Gathering	not started	
O Eclipse competition	with our e-	5	Doug Beaven	-	not started	-
comm capability						
	_	_				
O Expand business wit	h most	3	Doug Beaven	Analysis/Assessment	not started	16w
profitable customers						
_ E:-4	:	_	D D			
o Find new company of threats	or spin on	5	Doug Beaven	Implement	not started	9w
uncats						
O Increase our technologic	ngy R&D	5	Joe Smith	Prototype	not started	33w
orease our teelings	ces nace	2	acc omin	riototype	not started	JJW

Fig. 21



Goals		⊳ Adm	Administor     Administor	
[Select]				
View Contributing Goals	St	Show Columns for: Domain	for: Doma	n (
Expand business with most profitable customers	Cost	Payback	Priority Due	Due
Customers				
Relationships				
Deepen relationships with high net worth clients	750,000	5,000,000	S	5w
Products	0			
Have profitable products for every segment	75,000	250,000	s	33w
Top Goal Total: \$825,000.00 \$5,250,000.00	\$825,000.00	55,250,000.0	00	
Agile Manager				

Fig. 22



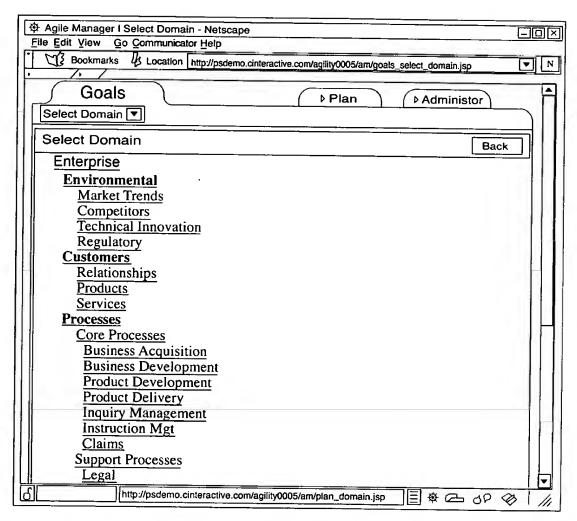


Fig. 23

4	JC 1 <sub>OS</sub>	
2	AS .	PETE
( 4		4ABK (
C:3	ENTATA	A BANK

Plan	Goals     Administer
Domains without Goals ▼	oals 🔻
Domain Selection	ion
Relationships	▼ Depth ▼
Relationships	Ask clients about our perceived competencies     Deepen relationships with high net worth clients     Understand recent competitive wins     build the franchise around customer satisfaction
Agile Manager	jer

Fig. 24



<b>*</b>	★ Search Results - Netscape	
ιΞı	File Edit View Go Communicator Help	]  ]  ]
•	Bookmarks & Location http://psdemo.cinteractive.com/agility0005/am/goals_search.jsp?projects=true	Z •
-		
	Search Goals	•l
	Search Goals: ☐ Search	arch
	Search Results:	
	none	
<u> </u>	Agile Manager	[g]
Q	Document: Done	- W
l		

Fig. 25



XD-	goals_alerts.jsp	▶ Administer	Set Alerts Clear	Type Date	Delegate 04/22/1999		
tscape nicator <u>H</u> elp	Bookmarks ( Location http://psdemo.cinteractive.com/agility0005/am/goals_alerts.jsp	▷ Plan		Event	Project delegated to Doug Beaven		
* Doug Beaven I Alerts - Netscape File Edit View Go Communicator Help	Bookmarks (4) Locatic	Goals	Alerts	Goals	Achieve a 20% ROI	Agile Manager	

Fig. 26



举 Expand business with most profitable customers I Control Panel - Netscape	XO-
File Edit View Go Communicator Help	
Bookmarks & Location: om/agility0005/am/act_control.jsp?proj=PSCDB565336755E10D72391DBEA017F30	7F30 🕶 N
Act Plan Administer	4
Control Panel	
Expand business with most profitable customers	Submit
Access Control None Read Edit C	Own
Everybody	
Group - •	
Group - •	
☐ Cancel ☐ S	□ Submit
Agile Manager	
	닠 -
O   Intip://psderno.sinieractive.com/agnityouos/arn/admin_profile.jsp   =   🚓 🗁 🔗	

Fig. 27



寮 Edit Achieve a 20% ROI - Netscape  File Edit View Go Communicator Help			)[×
Bookmarks & Location http://psdemo.cinteractive.com/	/agility0005/am/goals_sorted.jsp	<b>V</b>	N <sup>*</sup>
Edit Summary  Achieve a 20% ROI  Goal name  Achieve a 20% ROI	☐ Cancel ☐ Subr	nit	
Goal Objective  Ensure that the revenue and profit contribution is significant enough to return to the Company and investors an ROI of 20% or greater.	Status: off track  Due Date: 12/31/99  Actual Goal: 7   Desired goal: 10   Priority: 5   Risk: 4		
Agile Manager	☐ Submit		
Document Done		<b>⊘</b>	//

Fig. 28

4	JC103	<b>S</b> .
6	" Alles	م م ا
1	103	
CAI	ENI & TB	ZŽÝ.

<u>₩</u>	★ Agile Manager I Act I Progress Report - Netscape	X
Œ	File Edit View Go Communicator Help	]
	S Bookmarks B Location: cinteractive.com/agility0005/am/act_progress.jsp?proj=PSCDB565336755E10DBEA017F30 ▼	z
<u>.                                    </u>		
	Act b Goals Plan Administer	
	Progress 🔻	
	Expand business with most profitable customers	
	Contributing Goals Analysis/Assessment Business Requirements Build Test Prototype Implement Roll-out Review Review	
	1. Ships with tworth	
	clients	
	2. Have profitable products for	
	every segment	
	Agile Manager	
<u> </u>	Document Done	

Fig. 29



英 Expand business with most profitable customers I Discussion - Netscape	
File Edit View Go Communicator Help	
Bookmarks & Location: am/act_discussion.jsp?proj=PSCDB565336755F10D72391DBEA017F30ℴ=date	F10D72391DBEA017F30ℴ=date ▼ N
Act • Goals • Plan	▶ Administer
Expand business with most profitable customers	New Message
• Re: Can you see this Chesley Chen 05/06/99 10	View: date
	date
• Can you see this anthony klick 05/06/99 8	affinity
Agile Manager	New Message
Document Done	

Fig. 30



Edit View Go Communicator Hel	cape Ip	
Bookmarks Location 5/am/a	act_discussion_create?.jspproj+PSCDB565338	755E10D72391DBEAD017F50
Post a New Discussion Mes	ssage	□ Cancel
Achieve a 20% ROI		
Subject		
Monaga		□ Submit
Message	7, 7, 7, 7, 7, 7, 7, 7, 7, 7, 7, 7, 7, 7	
-		
		2
On the Agenda?	Affinity Group: Caladad S	<b>T</b>
	Affinity Group: -Selected Group:	roup- 🔻
Priorty: 3 🔻		roup- ▼
Priorty: 3 ▼ □ Clear □ Submit		
On the Agenda? ☑ Priorty: ③ ☑ □ Clear □ Submit ■ Agile Manager		roup- ▼

Fig. 31



Achieve a 20% HDI I Links I Edit - Netscape	-0
File Edit View Go Communicator Help  Bookmarks Us Location 36755e10d72391BECD17F50&link-PSCDB5	56533674EB80D728ODOC9017E8G
Edit your link	☐ Cancel
Achieve a 20% ROI	
Edit your link information	□ Delete □ Submit
Edit Link URL  http://www.cfonet.com/conferen.html  Or, upload a File:  Browse  Edit Link Description	
Financial oriented conferences on topical issu	ues facing many
Agile Manager	□ Cancel

Fig. 32



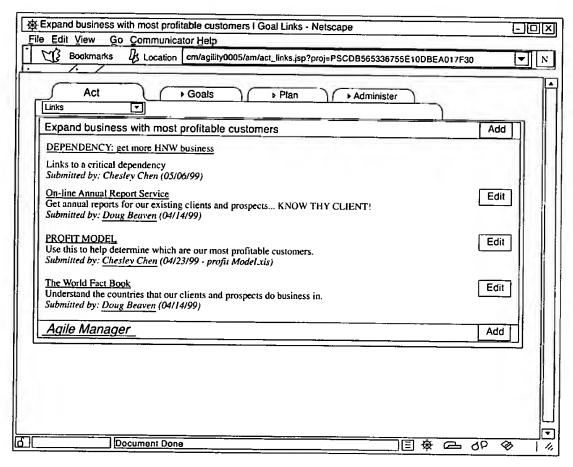


Fig. 33



# EMPLOYEES ARE TREATED LIKE OWNERS

# EMPLOYEES ARE TREATED LIKE AND COMPENSATED IN A MANNER REFLECTIVE OF OWNERSHIP RATHER THAN SERVITUDE.

"Employees [must] trust the company and believe changes are in their best interests." - Donald K. Clifford and Richard E. Cavanagh, *The Winning Performance* 

High Performance Traits Relich change		Strongly Disagree	Disagree	Strongly Disagree Disagree Neutral Slightly Agree	Neutral	Slightly Agree	Agree	Strongly Agree	Strongly No Agree Response
Fight inertia Clear strategy Customer driven Act like owners Treated like owners Reward risk taking	1. Managers in this company respect the rights of employees and treat them with dignity and respect.	0	0	o	0	0	o	0	0
Fact based decisions Value based decisions Effective systems Open to new ideas	2. Job objectives are aligned with the overall corporate vision.	0	0	0	0	0	0	0	0
Adapt Process changes Constant improvement Fluid boundaries Teamwork	3. Performance information is shared with employees so they stay focused on results.	0	0	0	0	0	0	0	0
Anti-bureaucracy Know business drivers Make alliances Focused clearly	4. Compensation and reward structures are aligned with company and/or unit performace.	0	0	0	0	0	0	0	0
cnaitenges Basic Information Feedback			Ü	7 C					

FIG. 34



母	举 Achive a 20% ROI - Delagate - Netscape	×0-
Œι	File Edit View Go Communicator Help	
	Bookmarks & Location: /agility0005/am/act_delegate.jsp?proj=PSCDB565336755E10D72391DBEA017F50	iroj=PSCDB565336755E10D72391DBEA017F50 ▼ N
1-1	/ /	
	Delegate-Select a New Owner	□ Cancel
	Achieve a 20% ROI	
	Search:	□ Search
	Agile Manager	□ Cancel
9	Document: Done	1   多 d の の 参 回

Fig. 34A

WHENT'S STATE OF THE STATE OF T

Act	Plan Administer	
Briefing		
Deepen relati	Deepen relationship with high net worth clients	
Expand busin	Expand business with most profitable customers	T
Cross sell and up	Cross sell and up sell our products to our existing client base from a position of strength.	
DEPEND	DEPENDENCY: get more HNW business	
Links to a	Links to a critical dependency. (05/06/99)	
On-line A	On-line Annual Report Service	
Get annual	Get annual reports for our existing clients and prospects KNOW THY CLIENT! (04/14/99)	
PROFIT MODEL	MODEL	
Use this to	Use this to help determine which are our most profitable customers. (04/23/99) - Profit	
(Model.xls)		
The Worl	The World Fact Book	
Understand	Understand the countries that our clients and prospects do business in. (04/14/99)	
Top Note	Top Notch Marketing Firm	
Link to mar	Link to marketing 1 to 1 (05/12/99)	
		_

Fig. 35



客 Expand business with most profitable customers I Briefing - Netscape  File Edit View Go Communicator Help	X
Bookmarks & Location /agility0005/am/act_briefing.jsp?=PSCDB565336755E10DBEA017F30	N
	=
Act → Goals → Plan → Administer	Î
Briefing	411
Expand business with most profitable customers	Ш
Expand business with most profitable customers	Ш
Cross sell and up sell our products to our existing client base from a position of strength.	
DEPENDENCY: get more HNW business	
Links to a critical dependency. (05/06/99)	
On-line Annual Report Service	
Get annual reports for our existing clients and prospects KNOW THY CLIENT! (04/14/99)	
PROFIT MODEL	Ш
Use this to help determine which are our most profitable customers. (04/23/99 - Profit	
Model.xls)	
The World Fact Book Understand the countries that our clients and prospects do business in. (04/14/99	
Onderstand the countries that our chemis and prospects do business in (04/14/99	
Agile Manager	1
Document Done ● 母 ると ◆	1/4

Fig. 36

/	E.	وي ا عاد	
6		All S	ان نائز
	40	<i>'</i> 5 '	MAFIE
•	Ny.		J. J. Sanda

*	举 Expand business with most profitable customers I Components - Netscape	×0-
III.	Eile Edit View Go Communicator Help	
,	Bookmarks & Location: y0005/am/act_discussion.jsp?proj=PSCDB565336755F10D72391DBEA017F30	z •
-		
	Act PGoals Plan Pdminister	
	Components	_
	Expand business with most profitable customers	
	Parent Goal: Select Parent	
	Subgoals:	
	Deepen relationships with high net worth clients	
	O Have profitable products for every segment	
	Agile Manager Add	
		1
۲	Document: Dane	
9		1

Fig. 37



煍	★ Achieve a 20% ROI - Move - Netscape	
띡	Eile Edit View Go Communicator Help	
	Bookmarks & Location: http://psdemo.cinteractive.com/agility0005/am/act_project_move.jsp	N.
<u>.                                    </u>		1
	Select a new Parent □ Cancel	Cel
	Achieve a 20% ROI	
	Search:	
	or Select from Project Hierarchy	
	Search Results:	
	Agile Manager	leg l
ᅴ	Document: Dome	\$ 00 \$ 00 \$ 00 \$ 00 \$ 00 \$ 00 \$ 00 \$ 00

Fig. 38

HIN O 5 TOTO WE TO BE COME TO BE TO

(AX)	★ Expand business	with most profit	※ Expand business with most profitable customers I History - Netscape	X
-10	File Edit View G	Go Communicator Help	tor <u>Help</u>	
· ]:	Bookmarks		्रि Location m/agility0005/am/act_briefing.jsp?=PSCDB565336755E10DBEA017F30 🕶	z
L				1
	Act		▶ Goals ► Plan ► Administer	
	History	<b>▶</b>		1 = 1
	Expand busine	ess with mos	business with most profitable customers Add Comment	
	Date	Туре	Action	
	04/14/99	SubProject	Added subproject: Identify clients with the greatest \$ \Boxed Delete \end{alignment}	
	04/14/99	SubProject	Added subproject: Have profitable products for every Delete segment.	
	04/13/99	Date	Target date changed to 09/01/99	
-	04/13/99	Create	Project created.	
	Agile Manager	ager		
_				
		Document Done		<u> </u>

Fig. 39